

**COUNTY OF MILWAUKEE**  
**INTEROFFICE COMMUNICATION**

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Date: November 14, 2011

To: Supervisor Lee Holloway, Chairman, County Board of Supervisors

From: Laurie Panella, Interim Chief Information Officer, IMSD

Subject: Request for Authorization to execute a Professional Services Contract Amendment with the Joxel Group, LLC for Phase 3 – Implementation of an Electronic Medical Records System for the Department of Health and Human Services – Behavioral Health Division

REQUEST

The Department of Administrative Services – Information Management Services Division (IMSD) requests approval to amend the existing professional services agreement with the Joxel Group, LLC (TJG) for the Electronic Medical Records (EMR) project.

The effect of the requested amendment is to fund an extension to the current professional services contract to cover 2012 project management, business analyst and interface analysts costs associated with “Phase 3 – Implementation” of the EMR project for the Department of Health and Human Services – Behavioral Health Division (BHD).

BACKGROUND

Capital Project WO444 - Electronic Medical Records System (EMR) was adopted in the 2010 Capital Improvement Budget. IMSD was appointed project lead on this initiative.

The EMR project is broken down into four phases:

Phase 1 – Planning and Design

Phase 2 – Request for Proposal (RFP) Process and Vendor Selection

**Phase 3 – Implementation**

Phase 4 – Closeout and Audit

The Joxel Group (TJG), a certified DBE vendor, was competitively awarded a professional services contract to provide both program and project management services for the EMR initiative. TJG has completed Phase 1 and Phase 2 of the EMR project and has facilitated a decision making process along with IMSD, BHD and the Department of Administrative Services to select Netsmart Technologies, Inc. (Netsmart) as the preferred EMR system provider to BHD.

IMSD is requesting the authority to continue the contract with TJG for Phase 3 - Implementation. Phase 3 – Implementation began in October, 2011 and will continue

through 2012 and into 2013. The approach for the implementation of the EMR system is comprehensive and will include seven (7) steps. The steps are as follows:

- **Education** – Educational sessions will be conducted by Netsmart and the TJG implementation team to familiarize BHD on the processes and components of the Netsmart system. In addition, integration components of the system will also be reviewed with the IMSD team in order to ensure there is understanding on the architecture of the software.
- **Planning** – A detailed Implementation plan will be developed in conjunction with Netsmart, BHD, TJG and IMSD. This plan will provide a phased approach for implementing the Netsmart software for BHD. The following steps in the implementation will be conducted based on the phased approach of the plan.
- **Discovery and Configuration** – A detailed review of BHD processes will be conducted to determine the priorities for configuration. In addition, a technical review will be conducted to understand conversion, interfaces, security, administration, scanning/imaging, and reporting needs. These requirements will then be configured to the Netsmart system. Based on the requirements, a test strategy will be developed that incorporates test cases and scripts for testing the configuration. A training strategy will also be developed to train BHD users – for both user acceptance testing as well as end-user training.
- **Testing** – Configuration will result in a prototype being built for BHD. This prototype will be unit tested by Netsmart, the TJG implementation team as well as BHD users. Integration and system testing will also be conducted to validate data conversion, interfaces, security, imaging/scanning, and reporting.
- **Training** – Training will be executed based on a training strategy for the appropriate users. A BHD training group will be formed and will be integrated in to the training plan to ensure continuity of training for all of BHD.
- **Evaluation and Optimization** – Based on the testing, the prototype will be optimized to meet BHD's needs, prior to rollout.
- **Project Wrap-up** – At the completion of this phase, lessons learned will be captured which will feed the next phase of implementation.

Through this action item, IMSD is requesting the authority to increase the existing TJG professional services agreement by \$615,685 for 2012 project management services, business analysis, and interface analysis work of Phase 3 – Implementation. IMSD and BHD are recommending that the total cost of the 2012 implementation be funded with BHD operating funds. The County Board and the County Executive approved a fund transfer in October 2011 recognizing one-time prior year revenue that included this additional expense.

IMSD will return to the County Board and the County Executive for approval of the costs to fund 2013 implementation services before proceeding with final implementation of this project.

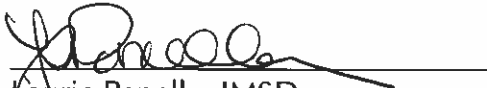
RECOMMENDATION

The Interim Chief Information Officer of the Department of Administrative Services – Information Management Services Division (IMSD) respectfully requests approval to amend the professional services contract with the Joxel Group, LLC (TJG) for implementation services of an Electronic Medical Records (EMR) solution for BHD.

The effect of the requested amendment would be to extend the current professional services contract to cover 2012 project management, business analyst and interface analyst costs for “Phase 3 – Implementation” of the EMR project.

A resolution and fiscal note are attached for your review and referral to the appropriate committee of the County Board of Supervisors.

Sincerely,

  
Laurie Panella, IMSD  
Interim Chief Information Officer

cc: Chris Abele, County Executive  
George Aldrich, Chief of Staff, County Executive’s Office  
Tia Torhorst, County Executive’s Office  
Supervisor Johnny Thomas, Chair, Finance and Audit Committee  
Lynne Debruin, Vice Chair, Finance and Audit Committee  
Patrick Farley, Director, DAS  
Pamela Bryant, Interim Fiscal and Budget Manager, DAS  
Hector Colon, Director, DHHS  
Paula Lucey, Administrator BHD  
Jeanne Dorf, Fiscal Associate Administrator, DHHS  
Steve Cady, Fiscal and Budget Analyst, County Board  
Carol Mueller, Committee Clerk, Finance and Audit Committee  
Alex Kotze, Budget Manager, DHHS  
Marlinda Sisk, Fiscal and Budget Manager, IMSD  
Sushil Pillai, The Joxel Group, LLC